

HOUSE BILL 686

By Fitzhugh

AN ACT to amend Tennessee Code Annotated, Title 3 and
Title 4, relative to the operation of state
government.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 4, Chapter 4, Part 1, is amended by
adding the following language as a new section:

Section 4-4-126.

(a) Except as provided in subsection (b), each state department, agency
and instrumentality shall, to every extent possible, answer its main telephone
lines by use of an employee during regular office hours including, but not limited
to, the main telephone lines of each division or unit of such department, agency
or instrumentality.

(b) This section shall not apply to:

(1) Any department, agency or instrumentality that is expressly
authorized by statute, or rule, to operate a fully or partially automated
telephone service;

(2) Any division or unit of a department, agency or instrumentality
that is expressly authorized by statute, or rule, to operate a fully or
partially automated telephone service; or

(3) Any telephone service which requires automation to assist
deaf and hard of hearing persons.

SECTION 2. This act shall take effect July 1, 2007, the public welfare requiring it.